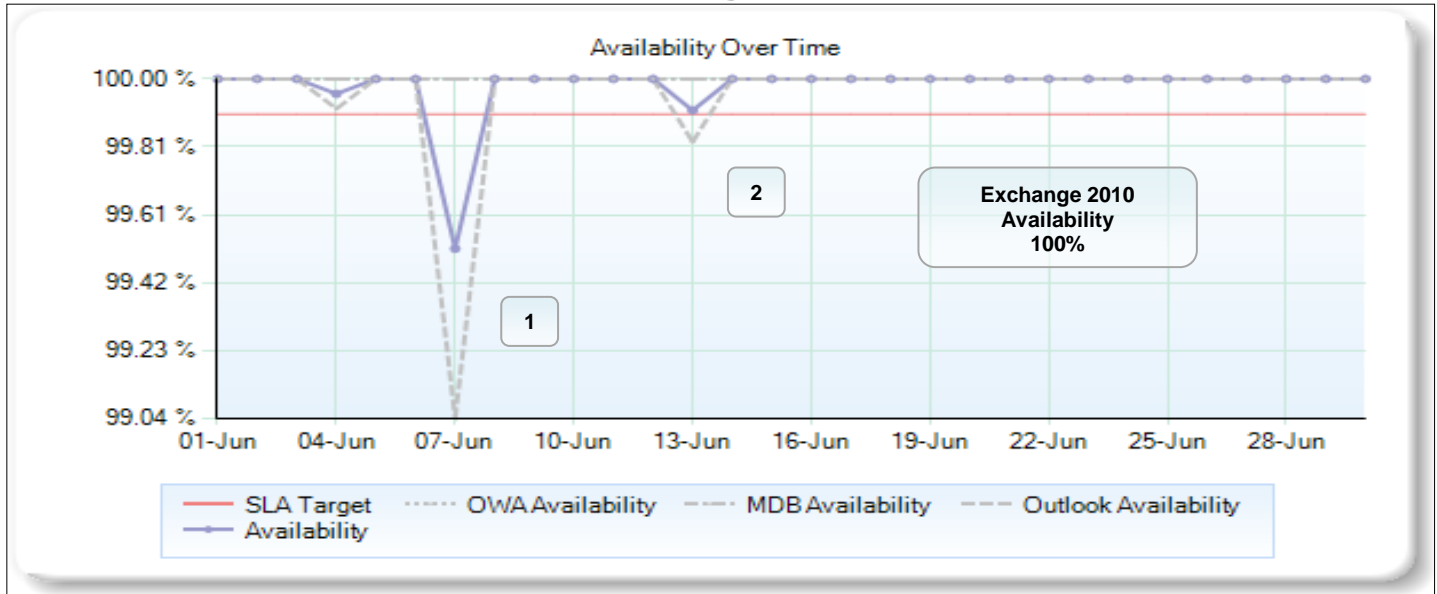




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## Service Level Agreement Dashboard June 2014 Availability Exchange 2010



Comments:

### Message Filtering

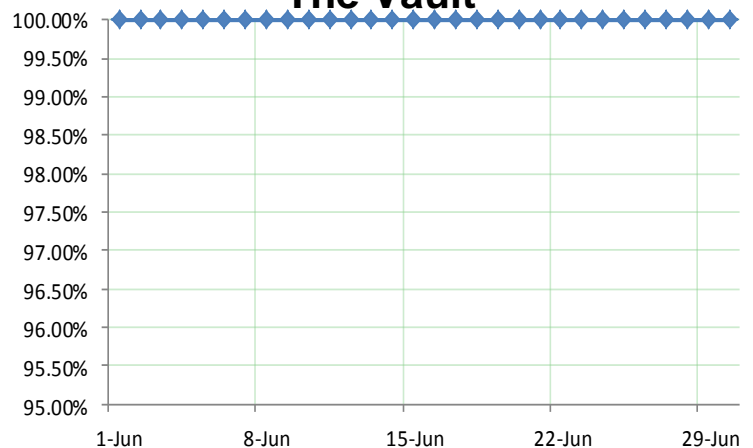
Category	Items
Volume of email traffic	31,857,209
Blocked messages from internet	25,380,915
Viruses detected	891

IronPort Availability  
100%

### Secure Email Service

Secure Email Availability  
99.9%

### The Vault



WaServ Availability  
100%



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## Agency Information

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Board for Volunteer Firefighters and Reserve Officers	8	499	5	3		
Caseload Forecast Council	13	925	11	17		
Commission on African American Affairs	3	1056	9	5		
Commission on Asian Pacific American Affairs	7	789	10	10		
Commission on Hispanic Affairs	9	1552	10	10		
Commission on Salaries	3	74	4	1		
Consolidated Technology Services	452	83870	1157	1100	8	
Department of Agriculture	934	67142	1316	1200	2	
Department of Archaeology and Historic Preservation	38	6247	53	232	1	
Department of Commerce	519	56256	499	718	2	
Department of Corrections	9963	1168016	12555	7075		
Department of Early Learning	335	49731	515	797	4	
Department of Ecology	2073	682716	3		7	
Department of Enterprise Services	1706	247035	1600	1600	8	
Department of Financial Institutions	317	39715	561	1400	6	
Department of Fish and Wildlife	2029	310760	3076	6925	2	
Department of Health	2583	326513	2655	1650	5	
Department of Labor & Industries	3616	352076	5210	6725	1	
Department of Licensing	3023	215600	2569	883	2	
Department of Natural Resources	1969	632198	10		5	
Department of Revenue	1662	150149	2506	1500	2	
Department of Retirement Systems	352	46289	375	179		
Department of Services for the Blind	189	21653	114	152	3	
Department of Social and Health Services	21381	3124440	14903	3125	11	
Department of Veterans Affairs	646	58775	952	233		
Economic and Revenue Forecast Council						
Employment Security Department	2362	233325	4973	3600	3	
Environmental and Land Use Hearings Office	26	3472	19	7		
Fire Commissioner's Association	7	2535	6	5		
Governor's Office of Indian Affairs	3	1427	2	5		
Health Care Authority	1644	344534	1837	1850	4	
Washington Arts Commission	18	7477	12			



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Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Human Rights Commission	42	5395	55	48		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	18	2009	26	7	2	
Liquor Control Board	9	5	30		4	
Military Department	581	72015	629	743	1	
Office of Administrative Hearings	293	38265	326	73		
Office of Civil Legal Aid	6	1002	2	4		
Office of Financial Management	885	110079	769	1193	1	
Office of the Insurance Commissioner	349	46644	455	502	2	
Office of the Attorney General	2260	374282	1680	4125	2	
Office of the State Treasurer	100	12861	71	74	5	
Others	74	11486	11		36	
Public Employment Relations Commission	42	18314	3	3		
Puget Sound Partnership	81	17599	115	45		
Recreation and Conservation Funding Board	107	16521	90	254	2	
State Board of Accountancy	16	4327	11	5		
State Investment Board	118	24377	120	351		
Traffic Safety Commission	42	5567	27	27		
Transportation Improvement Board	13	1569	12	11		
Utilities and Transportation Commission	335	43697	237	56	1	
Washington State Gambling Commission	198	37816	35			
Washington State Lottery	195	8175	242	92	1	
Washington State School Directors	38	4417	52	47	1	
Washington Student Achievement Council	200	80948			2	
Washington State Institute for Public Policy	23	1707	23	15		
Washington State Parks	650	98070			1	
Total	64565	9273993	62548	48682	137	29

Customer Responsiveness	Stats	Normalized Stats*
Tickets created in a month	133	
Average time for initial response	404	298
Number of tickets closed within 24 hours	53	
Percentage of tickets closed within 24 hours	40%	
<b>Continuous Improvement</b>		
Number of Requests	2	
Number of Approved Requests	2	
Number of Completed Requests	1	

\*INFRA ticket anomalies removed to reflect more accurate average